Procedures and Guidelines

DIRECTIVE NO. 302-PG-1410.2.1
EFFECTIVE DATE: February 16, 2000

APPROVED BY Signature: *Original signed by*
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Title: GODDARD NON-CONFORMANCE REPORTING AND CORRECTIVE ACTION SYSTEM CONFIGURATION CONTROL BOARD (CCB)

P1. PURPOSE

This Procedure and Guideline (PG) establishes the purpose, function, and responsibilities of the Goddard Non-Conformance Reporting and Corrective Action System (NCRCAS) Configuration Control Board (CCB), and provides a governing document for all NCRCAS CCB activity. The NCRCAS CCB will be referred to as the "Board" or "CCB" throughout this document.

P2. REFERENCES

GPG 5340.2, Control of Nonconforming Product

P3. SCOPE

The CCB manages the configuration change process to be utilized for the life of NCRCAS (see GPG 5340.2). The CCB is a required part of the NCRCAS configuration management process and provides the forum to take action on proposed user enhancements, changes, and regulatory requirements to both the program and the documentation. All Configuration Change Requests (CCR) to NCRCAS will be presented to this Board for review, approval, and prioritization. This process will ensure that approved changes are adequately defined, documented, prioritized, and implemented to achieve and maintain a uniform system.

P4. DEFINITIONS

a. Configuration Change Request (CCR) - The on-line form, GSFC 4-35, used to initiate and process all enhancements, changes, and regulatory requirements affecting NCRCAS.

b. Configuration Control Board (CCB) - The CCB is the decision-making body that reviews, approves, and rejects NCRCAS CCR's and controls all aspects of the NCRCAS application. The Chairperson will be the NCRCAS System Administrator (SA). Representatives from other GSFC Directorates will support the CCB.

c. Information Technology (IT) Analyst - The IT analyst provides support for day-to-day management of contractor activities for system development and sustaining engineering, as well as overall technical guidance to the OPR and CCB.

d. NCRCAS System Administrator (SA) - The NCRCAS SA will be the Chief, Systems Safety and Reliability Office, Code 302.

e. Office of Primary Responsibility (OPR) - The Office of Systems Safety and Mission Assurance (OSSMA), Code 300 serves as the Center's System Administrator, the senior user advocate for the NCRCAS, and is responsible for overseeing the NCRCAS operations and the CCB's actions.

f. Primary Organization - Any organization reporting directly to the Center Director. At the Goddard Space Flight Center (GSFC), Primary Organizations are the Directorates, Codes 200, and 400 through 900, and the functional offices, Codes 110, 120, 130, 140, 150, 160, Code 300, and the Office of the Associate Director.

g. Priority - There are three levels of priority for implementing approved CCR's: High, Normal, and Low.

h. Quality Management System Council (QMSC) - The QMSC serves as the advocate for ISO 9001 and assists the OPR relative to requirements for compliance with ISO 9001.

i. Quorum - A quorum is defined as the point in time that 60% of the designated CCB members have reviewed and voted on a proposed CCR.

P5. AUTHORITIES AND RESPONSIBILITIES

5.1 The CCB will perform the following:

a. review the status of all open CCR's;

b. vote on all open CCRs (Approve, Disapprove, Convene CCB);

c. prioritize approved CCR's (High, Normal, or Low);

d. table, as appropriate, CCR's for later discussion by placing them in a "hold" status; and

e. vote on changes to this PG.

5.2 The CCB Chairperson is responsible for the CCB's operations and for monitoring the status of CCR's approved and prioritized by the CCB. The CCB Chairperson will perform the following:

a. determine validity of proposed CCR and associated priority;

b. schedule CCB meetings (as required);

c. represent the CCB in requesting additional information from the IT analyst or the CCR initiator;

d. call for votes (electronically) on CCR's;

e. facilitate the prioritization of approved CCR's, and

f. approve CCB correspondence prior to distribution.

5.3 The IT Analyst provides support for day-to-day management of contractor activities for system development and sustaining engineering, as well as overall technical guidance to the OPR and CCB. The IT analyst is responsible for ensuring that proposed changes are properly recorded, assessed for technical feasibility, and that resource and schedule impacts are provided to the Board. The IT analyst is also responsible for maintaining the database that captures the data associated with logging, assessing, status tracking, and reporting of all change requests; and for the implementation of approved actions. The IT analyst will perform the following:

a. provide administrative and technical support to the CCB;

b. record, track, and report on the status of all CCR's;

c. assess the technical, budget, and schedule impact of CCR's;

d. forward assessed CCR's to the CCB members for voting

e. have the final say on technical feasibility of a CCR;

f. integrate priorities and schedules of approved CCR's to provide an overall list of work to be performed;

g. propose the allocation of approved CCR's to specific application releases and reflect this in the plans and schedules; and

h. schedule application releases.

5.4 The OPR, Code 300, is the senior user advocate and is responsible for overseeing the CCB's actions. The OPR must approve all actions of the CCB that bear on or conflict with Agency policy and objectives, and otherwise advise the CCB of policy implications, as necessary. The OPR has the following responsibilities:

a. designate an 'individual to serve as the NCRCAS SA and CCB Chairperson;

b. serves as advocate for securing funding for sustaining engineering;

c. ensure that funds for approved changes are incorporated into the budget process;

d. determine final priorities of the CCR's approved by the CCB when funding or other resource limitations occur; and

e. approve changes to this PG.

5.5 The QMSC has the following responsibilities:

a. reviewing and approving planning documents regarding QMS/ISO 9001 compliance;

b. resolving differences among Goddard organizations regarding CCR's affecting ISO 9001 compliance;

c. assisting the OPR in determining final priorities of CCR's approved by the CCB when required by funding limitations.

P6. CANCELLATION

None

P7. RECORDS

Quality Record Title	Record Custodian	Retention
CCR Database	IT Analyst	NRRS schedule 1 item 14

P8. IMPLEMENTATION

8.1 Any user (excluding GUESTS) may propose software and documentation changes in accordance with these procedures by completing the NCRCAS CCR form and submitting it via NCRCAS. The business of the CCB will be conducted in accordance with the NCRCAS CCR processing flow in Appendix B. Feedback on the resolution of each CCR submitted will be provided to the CCR initiator and the CCB.

8.2 The CCB will establish a schedule to meet face-to-face every 90 days. If there is no business to discuss, the CCB Chair will cancel the meeting and members will be notified via E-mail.

8.3 Routine CCR reviews will be conducted face-to-face. Board meetings to review, disposition, vote on, and prioritize CCR's will be conducted if required. The Chairperson will prepare an agenda and ensure that it is available for distribution by the CCB Secretary along with copies of the CCR's scheduled for review, to all members at least three (3) working days prior to the meeting.

8.4 A quorum. of voting CCB members is required to conduct CCB business. Board actions shall be governed by majority vote, with each member limited to one vote. To ensure timely action (in CCRs, There will be a standard. 2-week review cycle, A majority of CCB members, must review and vote approval (if a CCR by the end of the review period in order for the CCR to be approved. If fewer than a majority of CCB members have reviewed and approved a CCR before the end of the review period., a recommendation by the CCB Chairperson will be made to either place the CC R In a "hold" status or convene the CCB for a face-to-face meeting. The IT analyst will have the final say on technical feasibility of proposed CCR's.

8.5 Any CCB member may propose changes to this PG at any time. The proposed change, along with the supporting rationale, will be submitted via the NCRCAS CCR Process. The Chairperson will distribute the proposal to the Board for review via the same process. A majority vote of the CCB will be required to approve a proposed change to the PG. The OPR must approve all changes. Approved changes to the PG will be issued as revisions. This PG will be considered terminated upon the retirement of NCRCAS as an active program or by the majority vote of the CCB and the concurrence of the OPR and the IT analyst.

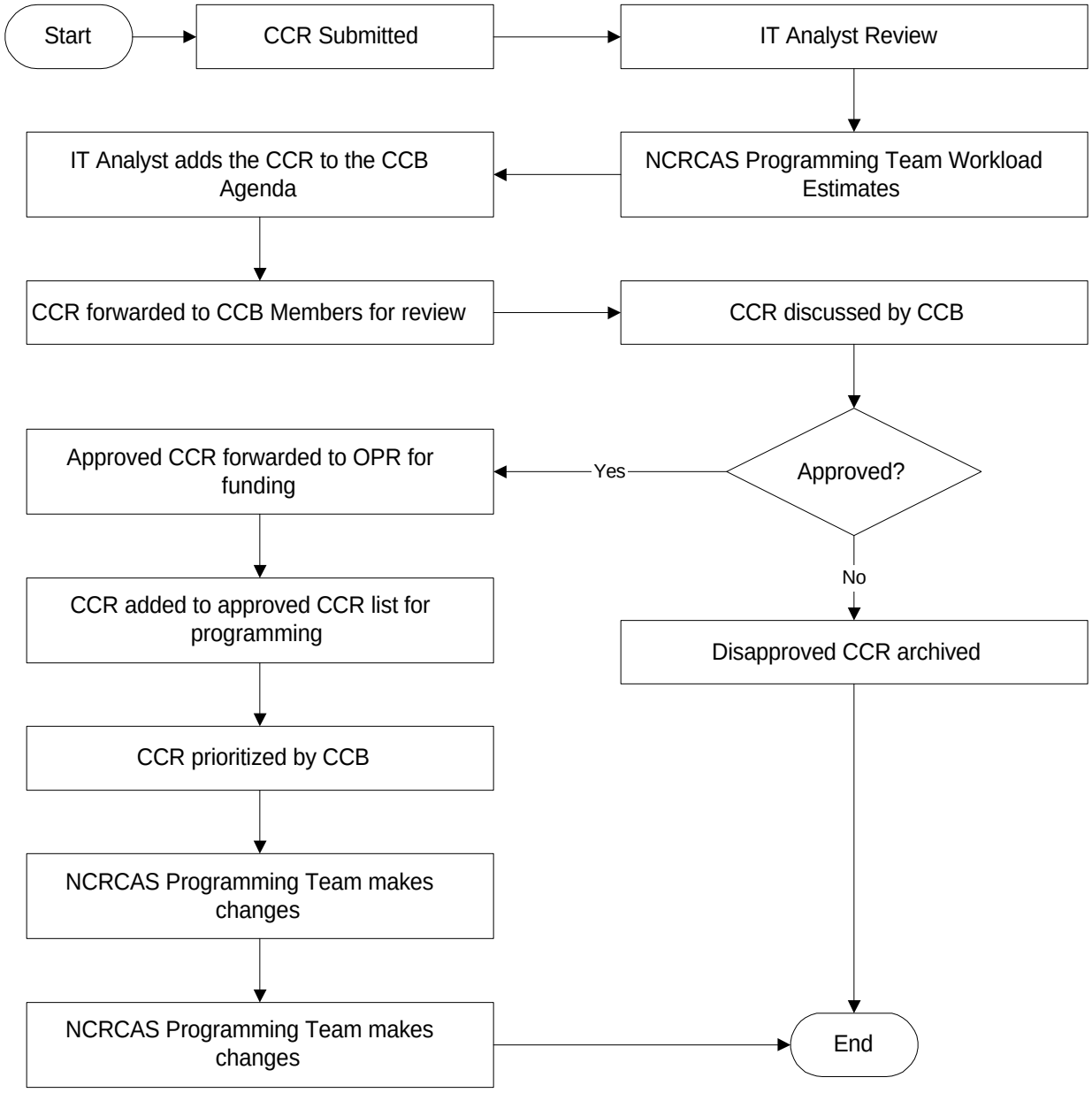
8.6 A simple majority of votes cast will constitute "Approval/Disapproval/Convene CCB" of a proposed CCR. CCR's that are disapproved by the CCB may not be resubmitted for consideration for a period of 90 days from the date of disapproval. Approved CCR's that require funding authorization must be forwarded to the OPR. CCR's that are put in a "hold" status will be reconsidered at subsequent CCB sessions until a final disposition is made. The originator may withdraw a CCR anytime prior to the end of the CCB review period.

8.7 The CCB will be required to prioritize each CCR relative to all others under consideration. Also, if a large backlog of approved CCR's develops, it may become necessary to re-prioritize all outstanding actions. A special meeting may be convened by the CCB Chairperson to accomplish this task.

8.8 CCR approval is not final until funds are committed to implement the change. The OPR is the final funding authority for all CCR's. In situations where the OPR delegates his/her funding authority to the IT analyst by pre-authorizing spending levels, the IT analyst may commit those funds in lieu of the OPR. For all other situations, the CCR must be forwarded to the OPR for approval before implementation can proceed.

8.9 The IT Analyst will maintain a database that captures the data associated with logging, assessing, status tracking and reporting of all change requests; and for the implementation of approved actions.

NCRCAS Configuration Change Request (CCR) Processing Flow



CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	2/16/2000	